

TOWN OF AMHERST JOB DESCRIPTION

Supervisor of Public Safety Communications

DEPARTMENT: Town of Amherst
Public Safety Communications

REPORTS TO: Public Safety Communications Committee
via department head designee

SALARY CLASSIFICATION: Full-Time

JOB SUMMARY

Manages all requests for emergency assistance, evaluates assistance needed, and monitors the dispatching of appropriate public safety personnel via a computerized 9-1-1 telephone system, computer-aided dispatch system, radio system, and related database & computerized equipment. Supervises, schedules and coordinates all administrative, clerical & operational activities for the Town of Amherst "Public Safety Communications Center" (PSCC) in accordance with established policies & procedures in support of all Amherst Public Safety Agencies to protect the community.

DUTIES AND RESPONSIBILITIES

Under the direct supervision of the "Public Safety Communications Committee" via the department head designee and within established policies and procedures, the incumbent performs the following functions:

Essential Job Functions:

1. Supervises, schedules, and coordinates all administrative, clerical and operational aspects of the communications center including the operation & maintenance of the department specific record systems for Police, EMS, Fire, Recreation and DPW agencies.
2. Works with considerable independence of judgment and action within defined policies and instructions in deciding whether, where and when emergency personnel should be dispatched
3. Supervise, train, evaluate and motivate assigned personnel in the performance of public safety support functions; develop & implement training sessions for assigned staff related to areas of assignment.
4. Train new personnel in the systems & procedures related to the records function and other assigned areas; troubleshoot problems and respond to questions and inquiries from the PSCC committee.

5. Anticipates the information needed by field personnel.
6. Responsible for the successful management of the CAD system and SPOTS terminal, and acts as a technical link between the system specific software vendor and the Amherst "Public Safety Communications Center".
7. Acts as a liaison between state E-911 agency, reviews national publications and attends state communication meetings to keep abreast of ever changing local & regional regulations.
8. Demonstrates the philosophy, mission and core values of the Town of Amherst in performance of job responsibilities.
9. Demonstrates courteous and cooperative behavior towards agency personnel, general public, volunteers, visitors and peers.
10. Demonstrates initiative/decision making abilities and work flexibility.
11. Generates, analyzes, and distributes statistical reports as required. Computes all data in an agency specific report format.
12. Assist departmental personnel & the public in person and by phone. Performs record checks and receives reports and complaints from citizens, while insuring good and continued positive public relations for the town.
13. Coordinates staff efforts in routine center operations as well as special projects.
14. Develops, writes and revises PSCC policy and procedure manuals, in collaboration with the PSCC.
15. Maintains and supervises the maintenance of PSCC files and records.
16. Provides guidance on personnel questions, problems and complaints.
17. Clearly defines authority and responsibility for all personnel.
18. Submits weekly payroll for approval by the PSCC committee
19. Assists the public safety department Chiefs/Directors as requested/required.
20. Inspects communications equipment for proper functioning & coordinates/oversees equipment maintenance.
21. Performs all the duties of Public Safety Communications Specialist as necessary.

Secondary Functions

1. Operate all radio and telephone equipment in dispatching public safety equipment and personnel.

2. Attends regularly scheduled meetings, i.e. staff in-services, training, etc., and participates in department committees, as required.
3. Perform job tasks effectively under pressure for sustained periods of time.
4. Memorize & retain information from a variety of sources.
5. Operate multiple public safety computer systems.
6. Perform several tasks at once and assign reasonable priorities to incoming calls.
7. Speak clearly and concisely in an understandable voice via radio, telephone and in person.
8. Type accurately at a speed not less than 60wpm for successful job performance.
9. Work rotating shifts.
10. Enhances personal growth by attending seminars and in-services.
11. Maintain confidential & secure records under appropriate laws, rules and policies.

KNOWLEDGE, SKILLS AND ABILITY REQUIREMENTS

Individuals must possess the knowledge, skills and abilities listed or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities and to possess the necessary physical requirements with or without the aid of mechanical devices, to safely perform the essential functions of the job:

1. Physical requirements include ability to extend hand(s) and arm(s) in any direction; pick, pinch, type or otherwise work primarily with fingers; bend the body downward and forward by bending leg and spine; bend legs at knee to come to rest on the knee or knees; bend the body downward and forward by bending spine at the waist; raise objects from a lower to a higher position, or from a higher to lower position, or move objects horizontally from position to position. Essential functions involve sitting most of the time, but walking and standing may be required occasionally.
2. Ability to clearly express and exchange ideas by means of the spoken word. Essential functions include activities in which incumbent must convey important spoken instructions to employees and visitors.
3. Ability to receive detailed information through oral communication and to make fine discriminations in sound.
4. Ability to exert up to 15 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
5. Visual acuity for work which deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal operations, extensive reading and visual inspection involving small parts/defects.
6. Ability to perform repetitive or routine duties working from detailed instructions and under standard procedures. Requires critical decision making.

7. Ability to endure periods of heavy workload or stress.
8. Ability to work with frequent interruptions and respond appropriately to unexpected situations.
9. Ability to operate a CAD & SPOTS computer and related software.
10. Ability to establish and maintain effective communications and positive working relationships within the PSCC, other town departments, employees and the public.
11. Knowledge of PRIMEX Supervisory Techniques (1, 2 & 3) and principals.
12. Thorough knowledge of the Center's street system & geography.
13. Strong ethical/moral character in keeping with the Town of Amherst public safety mission.

WORK LOCATION AND SCHEDULE:

The Public Safety Communications Center is located at 175 Amherst St., inside the Amherst Police Station and hours of operation are 24/7 with a rotating schedule and occasional overtime.

QUALIFICATIONS:

Education: Associates Degree in Public Safety Field
or management (preferred)
Emergency Medical Dispatch Certified
CPR (required)
NH SPOTS certification (preferred)

Experience: A minimum of three years in a similar position with similar
management experience preferred.
A minimum of five years experience
in public safety dispatching (preferred)

Review and approved this 1st day of August, 2004



Carl E. Weber, Town Administrator